

- Vacancy Announcement -

The Housing and Community Development Authority is seeking qualified candidates for a position on the Hardest Hit Fund program team. **To be considered for this position applicants must:**

- 1. Email a resume and writing sample to Jan Kovacs at jkovacs@spd.in.gov listing the title of the position in the email subject line.**
- 2. Submit an online application at the State's job bank website, <http://www.in.gov/spd/2334.htm>.**

The position is housed in IHCD's Indianapolis headquarters and the salary can range up to \$55,000, commensurate with relevant education and work experience. Resumes are being accepted until November 19, 2011.

Posting 576639, HHF Operations Manager

Job Description

The Housing and Community Development Authority (IHCD) is seeking qualified applicants to fill the Hardest Hit Fund (HHF) Operations Manager position. This position provides technical assistance and oversight to local administrators who deliver services to clients via Indiana's Hardest Hit Fund Program and supervising related program staff. The Operations Manager will assist the Director and the rest of the HHF staff in the overall planning, development, and administration of the HHF program. This position will review and/or revise programs in area of responsibility to ensure compliance of operations with laws, regulations, policies, plans, and procedures and will assist in preparing annual revisions to all applicable guides and documents for the HHF program. Additionally, the position will initiate or participate in the development, implementation, or interpretation of new or revised programs. Along with the Director and Asset Preservation staff, this position will identify underwriting, oversight and program strategies that adhere to all EESA guidelines and requirements and will also contribute to evaluation and recommendation of HHF applications for funding.

The Operations Manager will establish effective and efficient processes for the HHF staff members and will provide daily oversight of all processes, performance, and goals that include, but are not limited to: 1) internal approval rate; 2) rate of incomplete HHF applications; 3) Underwriter error rates; 4) time of processing of HHF applications; 5) proper handling of appeals; etc.

This position will be located in the IHCD Indianapolis headquarters.

Preferred Education and Experience:

A bachelor's degree is required along with three or more years of relevant job experience in real estate, finance, project management, and logistics, housing counseling or banking. A good understanding of the EESA guidelines as outlined by the U.S. Department of Treasury as well as an understanding of the guidelines under the Making Home Affordable Program and other government and GSE-related foreclosure prevention initiatives will be strongly preferred. Qualified candidates must possess and/or quickly gain intimate knowledge of the foreclosure process and guidelines/requirements of lenders via the Making Home Affordable (MHA) programs and how those guidelines interact with HHF requirements. Must also be able to understand and account for individual Servicer Participation Agreements (SPA's) when underwriting HHF applications. Familiarity with foreclosure/default/loss-mitigation counseling and the delivery of said services is also strongly preferred.

Experience supervising staff is necessary. Proven verbal and written communication skills are essential along with the ability to effectively communicate with a variety of individuals with diverse backgrounds, education, and economic levels. Strong presentation skills and the ability to facilitate both large and small group presentations are needed. The selected candidate must be able to think logically and analytically and have a strong customer service orientation.

This position will play an integral role for the HHF and the selected candidate must be able to work well in a team environment and must be able to prioritize, organize tasks and time, and follow up. Basic computer proficiency is also necessary, i.e. Microsoft Word, Excel, Internet usage (research & e-mail).

The State of Indiana offers a comprehensive benefit package which includes medical, dental, vision, life insurance, retirement plans and accrued leave.

The IHCD is an Equal Opportunity Employer.